

COMPUTER ASSISTED COLLECTION SYSTEM FOR GOVERNMENT (CACS-G) TRAINING



CACS for Government

Take Home Materials Provided:

- Introduction to CACS-G Training Manual
Department of Revenue
- For Managers: DVD presentation created by
the Office of Field Operations showing how to
use many of the functions in the CACS-G
program

What We Will Cover Today:

- The 2 methods to clear delinquencies using the CACS-G program
- How to void a Jeopardy Assessment using CARS
- How to use the Help function in CACS-G

CLEARING DELINQUENCIES

- There are two ways to clear delinquencies using the CACS-G program:
 1. The “Clearing Transaction” option under the Access Menu
 2. The “Clear Delinquencies” option under the Financials Menu found on the Financial Information Page
- The method you would use depends on whether or not the delinquency appears in CACS-G

METHOD #1: CLEARING TRANSACTIONS

OPTIONS UNDER THE ACCESS MENU

- Purpose: allows the user to send a transaction to the legacy host tax system (SUT, WT, CIT) to clear an outstanding delinquency
- When to Use: use this option to clear a delinquency when the delinquency is **not** in CACS-G

Step 1: From the Access Drop Down Menu Select "Clearing Transaction"

CAACS for Government

DB Name: c:\oracle\thin\@//kyemarspr-
pcan.ky.gov:1968/opprd_app.world System
Date: 09/05/2014 Server Name: opprd4.state.ky.us
Schema Name: CGPRDADH

Home Print Help Logout

REFRESH SEARCH WORKLISTS OPEN A CASE

Access Case Demographics Actions Admin Window

Next Case
Work List Open
Lookup
Open A Case
Manual Setup
Activation
Clearing Transaction

Information

Entity	Primary	RP Contact	Tax Type	Valid	Invalid	Other
Main			Limited Liability Entity Tax			
Main			Sales and Use Tax		<input checked="" type="checkbox"/>	
Main			Transient Room Tax	<input type="checkbox"/>		
Business			Limited Liability Entity Tax			
Business			Sales and Use Tax			
Main				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Entity Information

Address Information

☐ Invalid Address ☐ Block

Email 1:

Email 2:

Comments:

Phone Information

International	Phone	Type	Validity
		Other	Valid
		Other	Valid
		Other	Valid

☐ Invalid Email Address ☐ Invalid Email Address

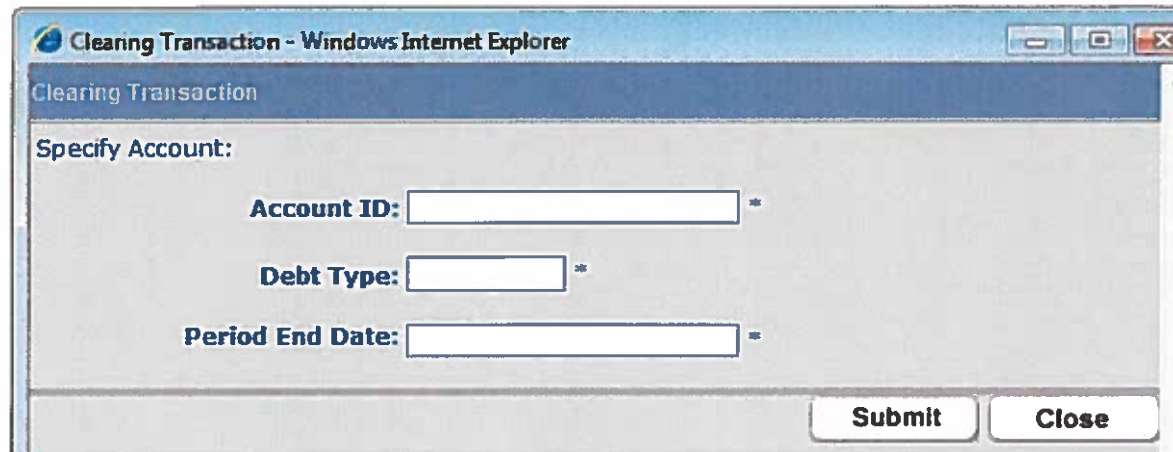
Business ID:

Close

http://caacs.ky.gov/seedlet/HSGSeedlet#

2:33 PM 9/5/2014

Step 2: On the Clearing Transactions Screen Enter the Following:



The screenshot shows a web browser window titled 'Clearing Transaction - Windows Internet Explorer'. The page has a blue header bar with the text 'Clearing Transaction'. Below the header, the text 'Specify Account:' is displayed. There are three input fields, each with a label and an asterisk: 'Account ID:' followed by a text box, 'Debt Type:' followed by a text box, and 'Period End Date:' followed by a text box. At the bottom right of the form area, there are two buttons: 'Submit' and 'Close'.

- **Account ID:** Enter nine digit numeric tax account number with lead zeros. Example – 000123456. Do not enter any spaces or dashes. Check digit is not required.
- **Debt Type:** Enter three digit tax type
 - 002 for Withholding
 - 005 for Corporate Income
 - 008 for LLET
 - 010 for Sales & Use
- **Period End Date:** Enter the tax period end in the format of MMDDYYYY. Do not use slashes, spaces or dashes in the date field.
- **Click “Submit”**

Additional Information on the Clearing Transactions Option

- Once you click submit, all the fields will then be cleared and you can enter another delinquency for clearing
- Only one delinquency can be cleared per Clearing Transaction page
- All transactions to the legacy host tax system (ex. CARS) will be in that night's batch cycle for updating in the host tax system

METHOD #2: CLEARING DELINQUENCIES OPTION UNDER THE FINANCIALS MENU

- Once delinquencies have reached CACS-G, they will be stored as debts within the system. These debts will be displayed on the list of Financials Information Page
- When to Use: use this option to clear a delinquency that has already reached the CACS-G system

Step 1: Select the “Financial Information” Option Under the Case Menu

The screenshot displays the CACS for Government web application interface. The 'Case' menu is open, and the 'Financial Information' option is highlighted with a red circle. The application shows a case summary for a user named 'Default System User' with a state of 'BT21 - Supervisor Review' and an ownership type of 'T - LLC - Proprietor'. The case status is 'Open' and the case type is 'B - Business'. The 'Financial Information' section is visible, showing a table with columns for Debt Type, Hold, Balance, and Non Filed. The table contains data for Sales, TimeRm, and a Total of \$10,188.69. The A/R Balance is \$0.00. The interface also includes a 'Main Case' menu, a 'Demographics' section, and a 'Financial Information' section. The bottom of the screen shows a taskbar with various application icons and a system clock indicating 3:31 PM on 9/3/2014.

CACS for Government

DB Name: ccrade.thin://kyemarspr-
scan.ky.gov:1960/cgprd_nop.world - System
Date: 09/03/2014 Server Name: cgprd4.state.ky.us
Schema Name: CGPRDADM

Home Print Help Logout

REFRESH SEARCH WORKLISTS OPEN A CASE

Access Case Actions Admin Window

History

Main Case

Financial Information

Legis/State View

Demographics

Model

Payment Plan

Case Information

Notes

Promise To File

Debtor Cross-Reference

EFT

List Of NOAs

Tax System History

Reactivate Case

Case Print

International

Additional Demographic Information

X-Ref Assets Bankruptcy

User: Default System User
State: BT21 - Supervisor Review
Ownership Type: T - LLC - Proprietor

Follow-up: 09/03/2014
Case Status: Open
Case Type: B - Business

State Assign Perm

Relationship: Primary
Address: Main
Title:

Financial Information

Debt Type	Hold	Balance	Non Filed
Sales		\$10,086.06	0
TimeRm		\$182.63	0
Total:		\$10,188.69	0
A/R Balance:		\$0.00	

Indicators	Date/Time	Activity	State	Follow Up	User Name	Letter	Descriptor
	2014-09-03 04:27	Collector Assigned	LA21				
	2014-09-03 04:27	Legal State Changed	LA21				
	2014-09-03 04:05	Collector Assigned	BL61				

We Have Assets Bank

Primary Memo

Submit Close

100% 3:31 PM 9/3/2014

Step 2: Select the Appropriate Delinquencies Using the Checkboxes on the Left Side of the Page

Case: CACS for Government

DB Name: cacspradlthm:0//kyemarspr-
can.ky.gov:1960/cgprd_app.world System
Date: 09/05/2014 Server Name: cgprd4.state.ky.us
Schema Name: CGPRDADM

Home Print Help Logout

REFRESH SEARCH WORKLISTS OPEN A CASE

Access Case Financial Actions Admin Window

List Of Financial Information

Case Total

Tax:	Penalty:	Interest:	Fees:	Other:	Balance:	AR Balance:	Estimated:
\$6,775.01	\$1,597.52	\$314.20	\$1,766.29	\$0.00	\$10,453.12	\$0.00	\$4,200.00
# of Payments	Total Amount of Payments	# of Kept Promises	# of Broken Promises	# of Bad Checks	Date of Last Kept Promise	Date of Last Broken Promise	
0	\$0.00	0	0	0		05/09/2014	

Interest Calculated for: 09/20/2014 Debt Type: 002-Employers Withholding Tax Period Status: Open View: All Retrieve

Select	Debt Type	Account Num	Balance	Estimated	Hold	XRef	Secured	Aging Status	Period Status	Period End Date	Projected Interest Rate	User Defined 1	All Reason
<input type="checkbox"/>	002		\$3,544.10	\$2,200.00									
<input type="checkbox"/>	2014-05-31 N		\$533.20	\$0.00				R0	Open	07/31/2013	09/20/2014		E
<input type="checkbox"/>	2014-04-30 N		\$0.00	\$1,100.00				D1	Open	05/31/2014	09/30/2014		
<input type="checkbox"/>			\$0.00	\$1,100.00				D0	Open	04/30/2014	08/30/2014		
<input type="checkbox"/>			\$572.84	\$0.00				R0	Open	11/30/2013	09/20/2014		E
<input type="checkbox"/>			\$461.15	\$0.00				R0	Open	01/31/2014	09/20/2014		E
<input type="checkbox"/>			\$416.69	\$0.00				R0	Open	12/31/2013	09/20/2014		E
<input type="checkbox"/>			\$360.09	\$0.00				R0	Open	03/31/2014	09/20/2014		E

Selected Debts

Tax:	Penalty:	Interest:	Fees:	Other:	Balance:	Estimated:
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,100.00

Date Entered CACS: 08/30/2014 Statute of Limitations Date: 07/28/2024

Submit Close

Windows Internet Explorer

100% 4:04 PM 9/5/2014

Step 3: Select the “Clear Delinquencies” Option From the Financials Menu

The screenshot shows the CACS for Government web application interface. The 'Financial' menu is open, and the 'Clear Delinquencies' option is highlighted with a red circle. The interface includes a top navigation bar with 'Home', 'Print', 'Help', and 'Logout' links. Below the navigation bar, there are buttons for 'REFRESH', 'SEARCH', 'WORKLISTS', and 'OPEN A CASE'. The main content area displays a 'Case Total' summary with various financial metrics. Below this, there is a table of debts with columns for 'Select', 'Debt Type', 'Account Num', 'Balance', 'Estimated', 'Hold', 'XRef', 'Secured', 'Aging Status', 'Period Status', 'Period End Date', 'Projected Interest Date', 'User Defined 1', and 'A/R Reason'. The table lists several debts, including '2014-05-31 N' and '2014-04-30 N'. At the bottom, there is a 'Selected Debts' summary section with buttons for 'Submit' and 'Close'.

Case Total Summary:

Metric	Value
Tax:	\$6,775.01
Interest:	\$314.20
Fees:	\$1,756.29
Other:	\$0.00
Balance:	\$10,453.12
AR Balance:	\$0.00
Estimated:	\$4,206.00
# of Payments	0
Total Amount of Payments	\$0.00
# of Kept Promises	0
# of Broken Promises	0
# of Bad Checks	0
Date of Last Kept Promise	05/09/2014

Selected Debts Summary:

Metric	Value
Tax:	\$0.00
Penalty:	\$0.00
Interest:	\$0.00
Fees:	\$0.00
Other:	\$0.00
Balance:	\$0.00
Estimated:	\$1,100.00

Date Entered CACS: 08/30/2014
Statute of Limitations Date: 07/28/2024

Step 4: Confirm That You Want the Delinquency Cleared

- A warning message will be issued asking the user to confirm the action. See the Next Slide.
- If the user confirms the action, a row will be inserted in the Accounting Spool Table to be sent to the host tax system to clear the delinquency and enter a history line reflecting the clearing transaction.

Select "OK" to Clear the Delinquency

Windows Internet Explorer

CACS for Government

DB Name: c:\oracle\thin\@//kvema/spr-
can.ky.gov:1968/cgprd_app.world - System
Date: 09/05/2014 Server Name: cgprd4.state.ky.us
Schema Name: CGPROADM

Home Print Help Logout

REFRESH SEARCH WORKLISTS OPEN A CASE

Access Case Financial Actions Admin Window

List Of Financial Info

Case Total

Tax: \$6,775.01 Interest: \$314.20 Fees: \$1,766.29 Other: \$0.00 Balance: \$10,453.12 AR Balance: \$0.00 Estimated: \$4,200.00

of Payments: 0 Total Amount of Payments: \$0.00 # of Kept Promises: 0 # of Broken Promises: 0 # of Bad Checks: 0 Date of Last Kept Promise: 05/09/2014 Date of Last Broken Promise: 05/09/2014

Interest Calculated to: 09/20/2014 Debt Type: 002-Employers Withholding Tax Period Status: Open View: All Retrieve

Select	Debt Type	Account Num	Balance	Status	Period End Date	Projected Interest Date	User Defined 1	AR Reason
<input type="checkbox"/>	Tax		\$3,544.10					
<input type="checkbox"/>			\$533.28		07/31/2013	09/20/2014		E
<input checked="" type="checkbox"/>	2014-05-31 N		\$0.00		05/31/2014	08/30/2014		
<input type="checkbox"/>	2014-04-30 N		\$0.00		04/30/2014	08/30/2014		
<input type="checkbox"/>			\$572.84		11/30/2013	09/20/2014		E
<input type="checkbox"/>			\$461.15		01/31/2014	09/20/2014		E
<input type="checkbox"/>			\$416.69		12/31/2013	09/20/2014		E
<input type="checkbox"/>			\$360.09		03/31/2014	09/20/2014		E

Selected Debts

Tax: \$0.00 Penalty: \$0.00 Interest: \$0.00 Fees: \$0.00 Other: \$0.00 Balance: \$0.00 Estimated: \$1,100.00

Date Entered CACS: 08/30/2014 Statute of Limitations Date: 07/28/2024

Submit Close

Message from webpage

Submit Clear Delinquencies Transaction(s) Yes or No.

OK Cancel

Voiding Jeopardy Assessments in CARS

- The following slides will give a primary walk through on how to void Jeopardy Assessments via the CARS maintenance menu
- Starting with step 6 two alternate options are presented on steps 7 and 8. One option is for maintenances involving a single case (**steps 7-A through 7-C**). The other option is for voiding multiple cases together at the same time (**steps 8-A through 8-C**).

JA Voiding Example

***Step 1: Open Sessions then select PF 1 to enter CARS menu**

Example Void JA bill			
REVENUE CABINET			
ON-LINE IMS SYSTEM		REVIMS	
THE FOLLOWING APPLICATIONS ARE AVAILABLE FOR REVENUE CABINET ON-LINE IMS USERS.			
PRESS THE PROPER PF KEY FOR THE SYSTEM YOU WANT TO USE.			
PF1	CAR - COMPLIANCE & RECEIVABLES	PF13	RCS - KY OSCAR
PF2	SUT - SALES AND USE TAX	PF14	OPT - OMITTED PERSONAL PROPERTY
PF3	IIT - INDIVIDUAL INCOME TAX	PF15	ACR - ACCTS RECVBLE - INQUIRY
PF4	WTS - WITHHOLDING TAX	PF16	IIT - IND INCOME TAX - DO/KO
PF5	CIL - CORPORATION TAX	PF17	BTS - TAX REFUND SYSTEM
PF6	CTX - COAL TAX	PF18	ALL - REMITTANCE INQUIRY
PF7	MTX - MISCELLANEOUS TAX	PF19	IIT - CHG TAXPAYER INFO
PF8	DCL - INCOME TAX DECLARATION	PF20	FRC - FILE REQUISITION
PF9	BTS - CROSS REFERENCE INDEX	PF21	AAS - APPLICATION ACCESS
PF10	IIT - RETURNS RECEIVED (ARTIS)	PF22	RJV - JOURNAL VOUCHER
PF11	IPT - PROPERTY TAX		
FOR ALL REVENUE CABINET SCREENS: PF1 RETURNS THIS SCREEN			

JA Voiding Example

***Step 2:** Select "C" to enter Maintenance Menu

Example Void JA bill

PFKEY: 4CAR MENU 130SCAR
RAC999A REVENUE CABINET COMPLIANCE AND RECEIVABLES SYSTEM
09/11/2014 CAR MENU 12:24:09
EMS00505 TO MAKE A SELECTION ENTER FUNCTION AND PRESS ENTER

A. BILLING MENU	D. MANAGEMENT REPORTS MENU
B. PAYMENT MENU	E. 202 PAYMENT ALERTS
C. MAINTENANCE MENU	F. SYSTEM ADMINISTRATOR FUNCTION
G. AMNESTY	

FUNCTION CODE: C

*** TRANSACTIONS PENDING ARE LISTED BELOW ***

JA Voiding Example

***Step 3: Select "A" to choose Audit Report Maintenance**

Example Void JA bill

PFKEY: 4CAR MENU 130SCAR
RAC301M REVENUE CABINET COMPLIANCE AND RECEIVABLES SYSTEM
09/11/2014 MAINTENANCE MENU 12:24:14

TO MAKE A SELECTION, ENTER FUNCTION CODE AND PRESS ENTER

- A. AUDIT REPORT MAINTENANCE - LIST
- B. AUDIT REPORT MAINTENANCE - SUMMARY
- C. USER ID MAINTENANCE
- D. PROCESS PENDING TRANSACTIONS
- E. APPROVALS
- F. APPROVAL STATUS INQUIRY
- G. REINSTATE BILL/AUDIT TRAIL
- H. CASE/ACCOUNT MAINTENANCE
- K. ADDRESS CHANGE SERVICE

FUNCTION CODE: a

JA Voiding Example

***Step 4: Enter Search Combination (ex 01) and tax ID number or case number**

Example Void JA bill	
PFKEY: 4CAR MENU 130SCAR	
RAC302M CAR - MAINTENANCE PROCESS	
09/11/2014 MAINTENANCE SEARCH MENU	12:25:11
TO SEARCH AUDIT REPORTS, ENTER ONE OR MORE OF THE FOLLOWING SEARCH FIELDS, PRESS ENTER KEY TO INVOKE SEARCH	
SEARCH COMBINATION: 01	
TAX ID	000
TAX TYPE	_____
CASE NUMBER	_____
NOTICE NUMBER	_____
BILL REASON	_____
CONTROL/CONDITION	_____
RETURN VALIDATING #	_____
PAYMENT VALIDATING #	_____
USER ID	_____
OSCAR BILL TYPES THAT COMPRISE CASE TOTALS (Y/N): _	
SST ID:	_____

JA Voiding Example

***Step 5: Enter "C" for Control/Condition Maintenance for each case you wish maintenance.**

Example Void JA bill

PFKEY: 20MNT MENU
RAC303M
09/11/2014

PAGE 1
12:25:17

SELECT FIELD OPTIONS: A (AUDIT REPORT MAINT), C (CONTROL/CONDITION MAINT),
D (DEMOGRAPHIC MAINT), P (PAYMENT/CREDIT MAINT),
R (REISSUE BILL), 1 (SEND BILL)

SEL	TAX ID	TAX	NOT NUM	CASE NUM	PERIOD	REA	C/C BAL
C	000	T 005		000	01/01/11 12/31/11	XMI 2	Y
-	000	T 008		000	01/01/11 12/31/11	XMI 0	N
-	000	T 008		000	01/01/12 12/31/12	XMI 0	N

JA Voiding Example

***Step 6:** Enter “S” to Select or, if working with multiple transactions, “A” to select all transactions to begin maintenance. For single transactions see Slides 7-A to 7-C. For multiple transactions see slides 8-A to 8-C

Example Void JA bill

BOTTOM OF THE LIST

PFKEY: 3RTN 7BWD 8FWD 20MNT MENU ENTER TO START PROCESS

RAC392M

CAR - MAINTENANCE PROCESS

PAGE 1

09/11/2014

PENDING DETAIL SELECTION LIST

12:25:53

USER ID REV

GROUP CREATE DATE

SELECT FIELD OPTIONS:

S SELECT TRANSACTION(S)

A SELECT ALL TRANSACTIONS

D DELETE TRANSACTION(S)

C VIEW APPROVER'S COMMENTS

R RESUBMIT DENIED TRANSACTION WITH NO CHANGE

SEL	STATUS	NOTICE	ACT	REAS	TAX	TAX ID	PERIOD END	TAXPAYER NAME
-----	--------	--------	-----	------	-----	--------	------------	---------------

S	PENDING							
----------	---------	--	--	--	--	--	--	--

		C	XMI	005	000			
--	--	---	-----	-----	-----	--	--	--

						12/31/2011		
--	--	--	--	--	--	------------	--	--

JA Voiding Example

***Step 7-A: Enter Maintenance Reason Code in appropriate line (ex ABF or AIR)**

Example Void JA bill

SELECT ADDITIONAL BILLS FOR THIS GROUP (Y/N): _

PFKEY: 3RTN 7BWD 8FWD 13OSCAR 20MNT MENU ENTER TO START PROCESS
RAC304M CAR CONTROL/CONDITION MAINTENANCE PAGE: 001
09/11/2014 MAINT REASON CODE: c/c 12:25:57
CASE 000 CHANGE ALL (Y/N): N (OPTIONAL)

BILL COMMENTS (Y/N): _
NEW CNTL/COND: 2
NEW CNTL/COND DATE: 07 / 16 / 2014
CURRENT CNTL/COND: 2
CUR CNTL/COND DATE: 07/16/2014
FUTURE C/C DATE:
CORR CODE:
TAX ID/TAX TYPE: 000 T 005
ORIG NOTICE DATE: 06/27/2014
NOTICE NUMBER:
SOL STATUS: 0
OSCAR ASSIGN DATE: 08/25/2014
BILL REASON: JA
TAX PERIOD: 01/01/11 12/31/11
TAXPAYER NAME 1:
TAXPAYER NAME 2:
CUR USER ASSIGNED:
NEW USER ID: _____

PFKEY: 6LIST 7BWD 8FWD 13OSCAR 14HOLD 20CANCEL

JA Voiding Example

***Step 7-B: Enter "Y" under Bill Comments in order to make any notations desired for the maintenance**

Example Void JA bill

SELECT ADDITIONAL BILLS FOR THIS GROUP (Y/N): _

PFKEY: 3RTN 7BWD 8FWD 13OSCAR 20MNT MENU ENTER TO START PROCESS
RAC304M CAR - CONTROL/CONDITION MAINTENANCE PAGE: 001
09/11/2014 MAINT REASON CODE: C/C 12:25:57
CASE 00C CHANGE ALL (Y/N): N (OPTIONAL)

BILL COMMENTS (Y/N):

NEW CNTL/COND: 2
NEW CNTL/COND DATE: 07 / 16 / 2014
CURRENT CNTL/COND: 2
CUR CNTL/COND DATE: 07/16/2014
FUTURE C/C DATE:
CORR CODE:
TAX ID/TAX TYPE: 000 T 005
ORIG NOTICE DATE: 06/27/2014
NOTICE NUMBER:
SOL STATUS: 0
OSCAR ASSIGN DATE: 08/25/2014
BILL REASON: JA
TAX PERIOD: 01/01/11 12/31/11
TAXPAYER NAME 1:
TAXPAYER NAME 2:
CUR USER ASSIGNED:
NEW USER ID: _____

PFKEY: 6LIST 7BWD 8FWD 13OSCAR 14HOLD 20CANCEL

1

JA Voiding Example

***Step 7-C:** Enter "2" as New Cntl/Cond to void assessment. Also enter current date in New Cntl/Cond Date line. Once completed hit F6 key to return to maintenance release screen. Hit F3 to release maintenance for approval.

Example void JA bill

SELECT ADDITIONAL BILLS FOR THIS GROUP (Y/N): _

PFKEY: 3RTN 7BWD 8FWD 13OSCAR 20MNT MENU ENTER TO START PROCESS
RAC304M CAR - CONTROL/CONDITION MAINTENANCE PAGE: 001
09/11/2014 MAINT REASON CODE: C/C 12:25:57
CASE 00(CHANGE ALL (Y/N): N (OPTIONAL)

BILL COMMENTS (Y/N):

NEW CNTL/COND: 2
NEW CNTL/COND DATE: 07 / 16 / 2014
CURRENT CNTL/COND: 2
CUR CNTL/COND DATE: 07/16/2014
FUTURE C/C DATE:
CORR CODE:
TAX ID/TAX TYPE: 000 T 005
ORIG NOTICE DATE: 06/27/2014
NOTICE NUMBER:
SOL STATUS: 0
OSCAR ASSIGN DATE: 08/25/2014
BILL REASON: JA
TAX PERIOD: 01/01/11 12/31/11
TAXPAYER NAME 1:
TAXPAYER NAME 2:
CUR USER ASSIGNED:
NEW USER ID: _____

PFKEY: 6LIST 7BWD 8FWD 13OSCAR 14HOLD 20CANCEL

JA Voiding Example

***Step 8-A: Multiple maintenances can be voided simultaneously. After entering the Maint Reason code selecting "Y" under the Change All (Y/N) option will bring up a new layer of options directly below the Change All field.**

RAC304M		CAR CONTROL / CONDITION MAINTENANCE		PAGE: 001	
09/12/2014		MAINT REASON CODE: _____		10:16:38	
CASE [REDACTED]		CHANGE ALL (Y/N): N (OPTIONAL)			
BILL COMMENTS (Y/N): AMNESTY ELIGIBLE					
NEW CNTL/COND:		5 LV	4 R	5 LV	
NEW CNTL/COND DATE:		04 / 02 / 2014	07 / 02 / 2014	04 / 02 / 2014	
CURRENT CNTL/COND:		5 LV	4 R	5 LV	
CUR CNTL/COND DATE:		04/02/2014	07/02/2014	04/02/2014	
FUTURE C/C DATE:					
CORR CODE:					
TAX ID/TAX TYPE:		[REDACTED] S 001	[REDACTED] S 001	[REDACTED] C 053	
ORIG NOTICE DATE:		01/16/2013	06/10/2014	09/13/2013	
NOTICE NUMBER:		[REDACTED]	[REDACTED]	[REDACTED]	
SOL STATUS:		1	0	1	
OSCAR ASSIGN DATE:		03/18/2013	08/11/2014	09/13/2013	
BILL REASON:		OC	A	A	
TAX PERIOD:		01/01/09 12/31/09	12/31/13	09/12/13 09/12/13	
TAXPAYER NAME 1:		[REDACTED]	[REDACTED]	[REDACTED]	
TAXPAYER NAME 2:		[REDACTED]	[REDACTED]	[REDACTED]	
CUR USER ASSIGNED:		[REDACTED]	I SYSTEM BILL		[REDACTED]
NEW USER ID:		_____	_____	_____	
PFKEY: 6LIST 7BWD 8FWD 13OSCAR 14HOLD 20CANCEL					

JA Voiding Example

***Step 8-B:** In the C/C field enter "2" to void maintenances. Enter current date in C/C Date field. Enter "2" in Corr field to issue a withdrawn audit report to taxpayer. Enter "Y" in BL Comm to make any notations as desired. Notes created will be jointly applied to all of the selected cases.

```
RAC304M          CAR - CONTROL/CONDITION MAINTENANCE          PAGE: 001
09/12/2014    MAINT REASON CODE: ATR  ADD'L INFO REC'D          10:34:20
CASE [REDACTED]          CHANGE ALL (Y/N): Y  (OPTIONAL)
C/C: [REDACTED] C/C DATE: [REDACTED] / [REDACTED] / [REDACTED]  CORR: [REDACTED] BL COMM(Y/N): N  USR-ID: [REDACTED]
BILL COMMENTS (Y/N): [REDACTED] N
NEW CNTL/COND:      5  LV          4  R          5  LV
NEW CNTL/COND DATE: 04 / 02 / 2014  07 / 02 / 2014  04 / 02 / 2014
CURRENT CNTL/COND:  5  LV          4  R          5  LV
CUR CNTL/COND DATE: 04/02/2014      07/02/2014      04/02/2014
FUTURE C/C DATE:
CORR CODE:
TAX ID/TAX TYPE:    [REDACTED] S    001    [REDACTED] S    001    [REDACTED] C    053
ORIG NOTICE DATE:  01/16/2013          06/10/2014          09/13/2013
NOTICE NUMBER:      [REDACTED]          [REDACTED]          [REDACTED]
SOL STATUS:         1                  0                  1
OSCAR ASSIGN DATE:  03/18/2013          08/11/2014          09/13/2013
BILL REASON:        OC                  A                  A
TAX PERIOD:         01/01/09  12/31/09          12/31/13  09/12/13  09/12/13
TAXPAYER NAME 1:    [REDACTED]          [REDACTED]          [REDACTED]
TAXPAYER NAME 2:    [REDACTED]          [REDACTED]          [REDACTED]
CUR USER ASSIGNED:  [REDACTED]          I SYSTEM BILL      [REDACTED]
NEW USER ID:
PFKEY:  6LIST  7BWD  8FWD  13OSCAR  14HOLD  20CANCEL
```

JA Voiding Example

***Step 8-C:** As with submissions on a single maintenance, once completed hit F6 key to return to maintenance release screen. Then hit F3 to release maintenance for approval.

```
RAC304M          CAR - CONTROL/CONDITION MAINTENANCE          PAGE: 001
09/12/2014   MAINT REASON CODE: AIR   ADD'L INFO REC'D          10:34:20
CASE [REDACTED]   CHANGE ALL (Y/N): Y   (OPTIONAL)
C/C:  [REDACTED] C/C DATE:  [REDACTED] / [REDACTED] / [REDACTED]   CORR:  [REDACTED] BL COMM(Y/N): N   USR-ID:  [REDACTED]
BILL COMMENTS (Y/N):  [REDACTED] N
NEW CNTL/COND:         5   LV          4   R          5   LV
NEW CNTL/COND DATE:    04 / 02 / 2014    07 / 02 / 2014    04 / 02 / 2014
CURRENT CNTL/COND:     5   LV          4   R          5   LV
CUR CNTL/COND DATE:    04/02/2014        07/02/2014        04/02/2014
FUTURE C/C DATE:
CORR CODE:
TAX ID/TAX TYPE:       [REDACTED] S    001   [REDACTED] S    001   [REDACTED] C    053
ORIG NOTICE DATE:     01/16/2013         06/10/2014         09/13/2013
NOTICE NUMBER:         [REDACTED]         [REDACTED]         [REDACTED]
SOL STATUS:            1                   0                   1
OSCAR ASSIGN DATE:     03/18/2013         08/11/2014         09/13/2013
BILL REASON:           OC                  A                   A
TAX PERIOD:            01/01/09   12/31/09                12/31/13   09/12/13   09/12/13
TAXPAYER NAME 1:       [REDACTED]         [REDACTED]         [REDACTED]
TAXPAYER NAME 2:       [REDACTED]         [REDACTED]         [REDACTED]
CUR USER ASSIGNED:    [REDACTED]         I SYSTEM BILL      [REDACTED]
NEW USER ID:
PFKEY:  6LIST  7BWD  8FWD  13OSCAR  14HOLD  20CANCEL
```

Voiding Jeopardy Assessments in CARS

- Upon approval of the CARS maintenance, the Jeopardy Assessment should also be voided from the CACS-G system after the next host system update, which is generally done nightly.

Locating the Help Function

Click on the button in the top right hand corner and a separate help window will pop up on your screen

The screenshot shows the 'CACS for Government' web application running in Internet Explorer. The top navigation bar includes links for Home, Print, Help (circled in red), and Logout. Below the navigation bar, there are buttons for SEARCH, WORKLISTS, and OPEN A CASE. The main content area is titled 'Lookup' and contains a 'Lookup Criteria' section with a dropdown menu set to 'Social Security Number'. To the right of this dropdown are two buttons: 'Debtor' and 'Contact'. Below the dropdown is a 'Search Criteria' section with a text input field labeled 'SSN' and a 'Search' button. At the bottom of the page, there is a table with columns: Name, Relationship, Case Number, Primary State, and Location. The table is currently empty. In the bottom right corner of the table area, there are 'More' and 'Close' buttons.

Lookup - Windows Internet Explorer

CACS for Government

DB Name: cgrade.thun @//kyemanspr-
scan.ky.gov:1965/cgprd_app.world System
Date: 09/08/2014 Server Name: cgprd3.state.ky.us
Schema Name: CGPRDADM

Home Print **Help** Logout

SEARCH WORKLISTS OPEN A CASE

Access * Admin *

Lookup

Lookup Criteria:

Lookup Case By: Social Security Number

Debtor
Contact

Search Criteria:

(No hyphens)

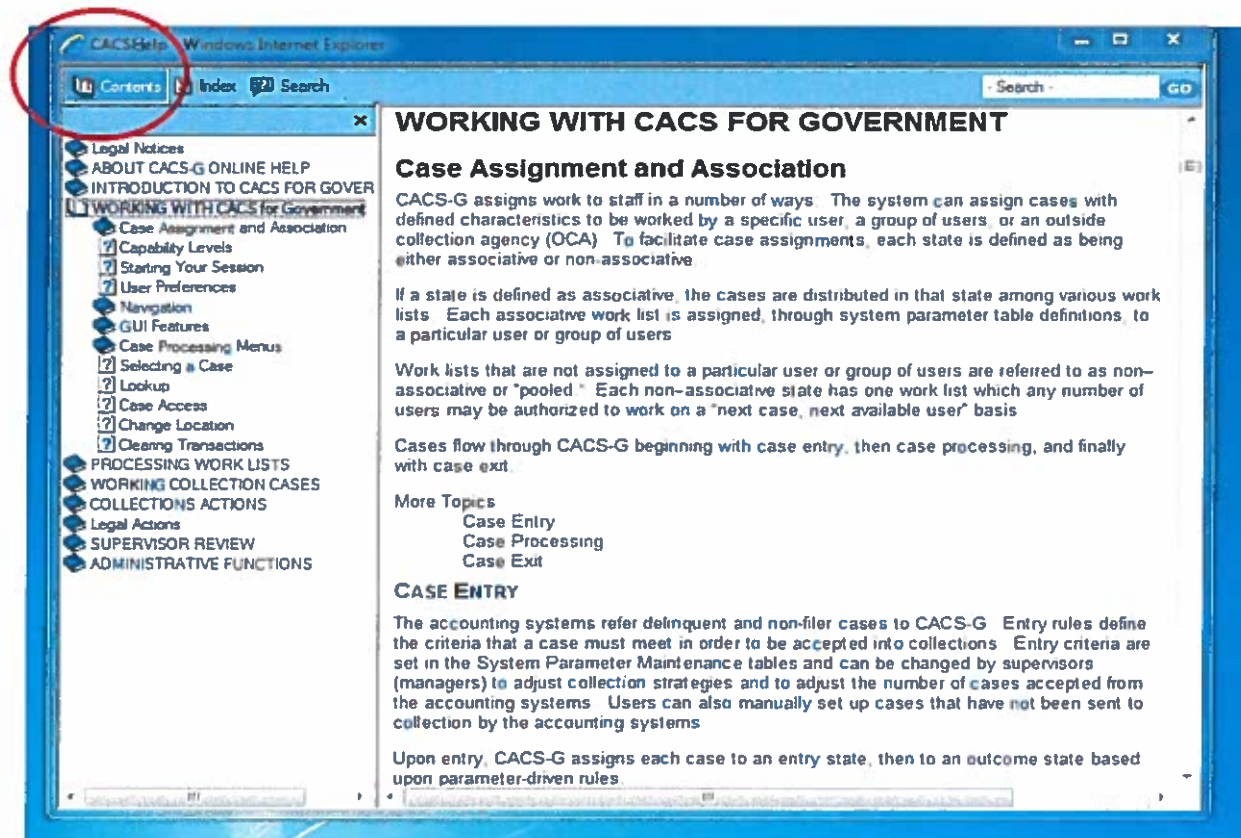
SSN: * Search

Name	Relationship	Case Number	Primary State	Location
------	--------------	-------------	---------------	----------

More Close

Help Method #1: Contents Screen

Under Contents, you can select topics by clicking on the description on the left hand side of the screen and the material will display on the right side of the screen



Navigating the Contents Screen of the Help Function



- Closed Book Icon: contains subtopics; click on the item to expand and show all subtopics



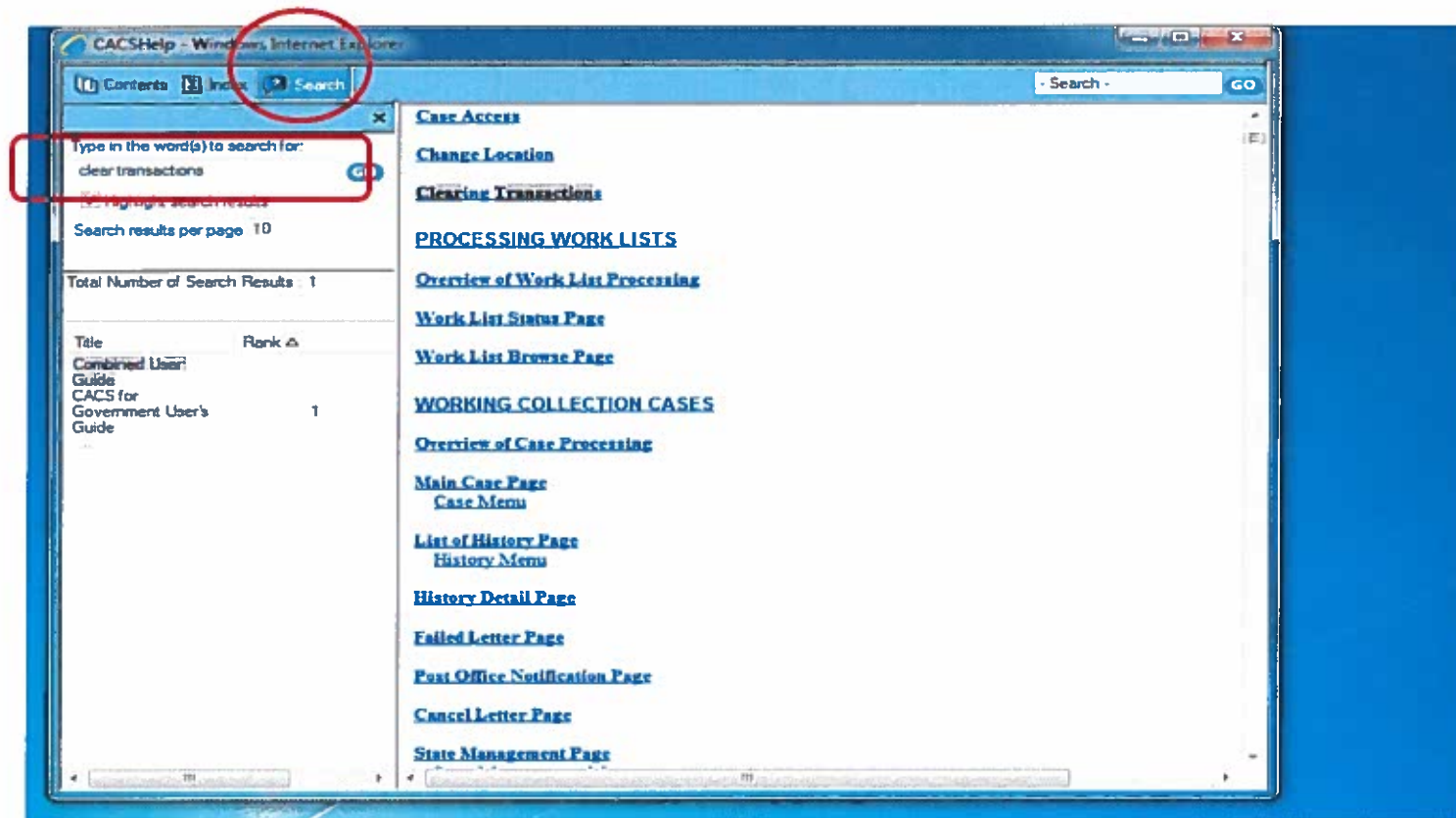
- Open Book Icon: all subtopics have been expanded; click on item to view the material



- Page Icon: no subtopics; click on item to view the material

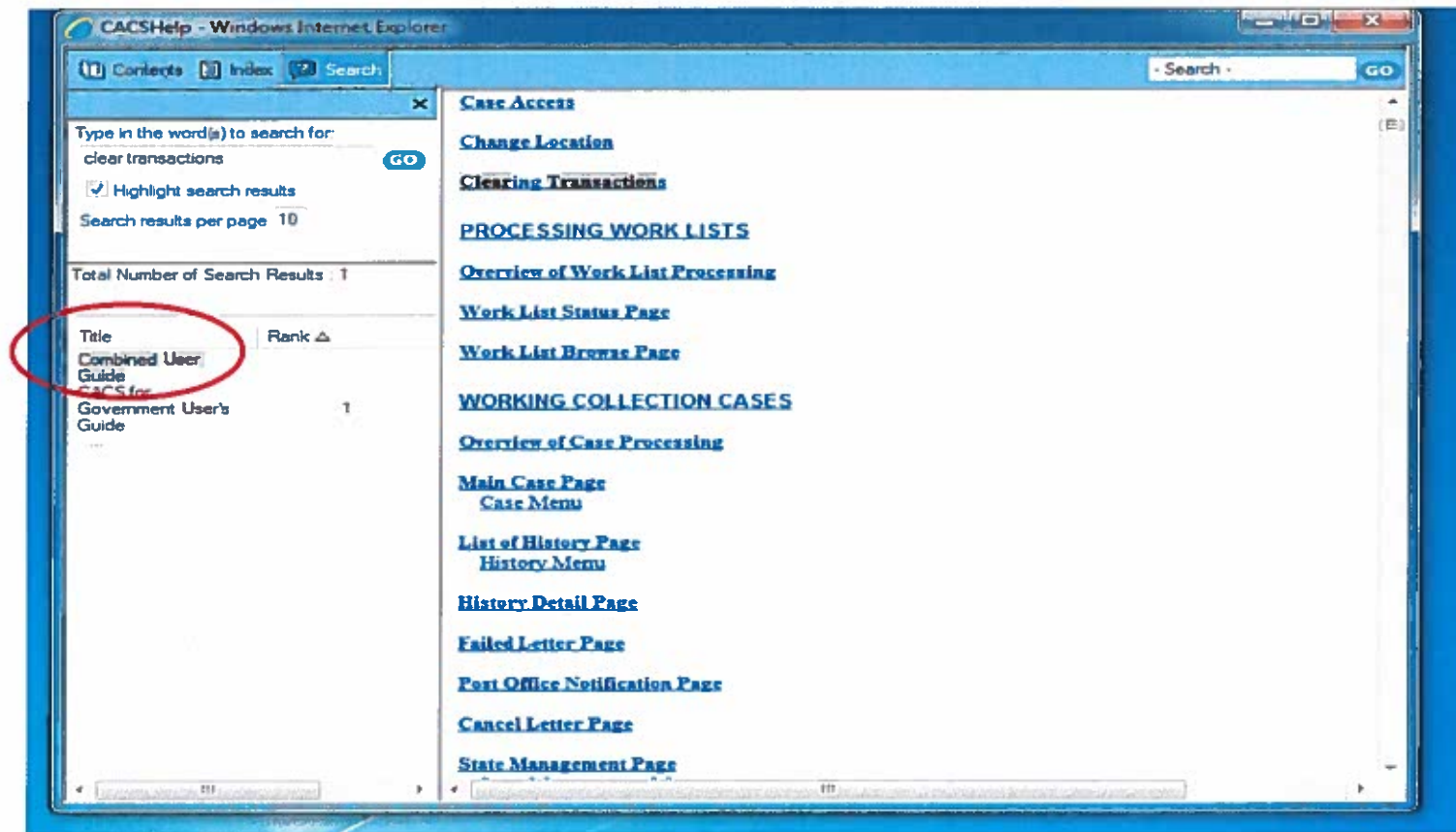
Help Method #2: Keyword Search

First, under the Search screen, type in the word(s) you want to search for and click the “GO” button



Help Method #2: Keyword Search

Next, click on the words “Combined User Guide” in the lower box on the left hand side of the screen



Help Method #2: Keyword Search

An index will appear on the right side of the screen; search word(s) are highlighted and you can scroll through the index to see all topics where the searched word(s) appear

Click on an item to skip to that topic in the Help Manual

